



## Provider Communication

<b>Subject:</b> Non-emergency Transportation During Fuel Shortages		
<b>Date:</b> September 6, 2005	<b>Message ID:</b> ACSBNR09062005_1	

### *Dear Providers,*

In the aftermath of hurricane Katrina, there are many questions surrounding the availability of non-emergency transportation for Georgia Medicaid members. Fuel shortages may or may not exist in your service areas. However, the following is clarification of Medicaid's plan to address this situation.

If there is not a fuel shortage, the non-emergency transportation (NET) brokers will proceed with business as usual.

In the event of a fuel shortage in your area, the Department of Community Health (DCH) has developed triage procedures that will ensure the availability of transportation for members in which there may be a threat to life if they are not transported as requested.

At a minimum, trips for the conditions listed below will be provided in the order presented. In addition to this list, the brokers may authorize any other trips for conditions that are not covered by this list if it is determined it is necessary for them to do so.

- Dialysis
- Hospital Discharges
- Prescriptions (Doctor Appointments For Prescriptions that cannot be called into the pharmacy)
- Wound Care
- Urgent Care
- Outpatient Surgery
- Post Operative Follow-Up
- Medication Administration (Mental Health Services)

Brokers must continue to **schedule all appointments**, including routine doctor visits. If a situation arises and the trips cannot be provided due to a fuel shortage, the broker must notify the member and DCH immediately.

If there is an emergency situation, members should call 911.

We appreciate your assistance as we continue to provide services to our members and offer assistance with hurricane relief efforts. Should you have any questions, please contact net program staff at 404-463-8571 or 404-463-6731.

Sincerely,

Department of Community Health

